



# Administrative Directive

Title: Information Technology Infrastructure and Asset Management		Index Number: AD2.06
Date of Adoption: 6/30/01	Date of Revision: 7/16/10	Page 1 of 5

## 1.0 **Purpose and Need**

The purpose of the Information Technology Infrastructure and Asset Management Directive is to set forth guidelines to achieve the following goals:

- Identify the process owner agency responsible for the management of Information Technology (IT) systems and assets owned and/or operated by the City of Virginia Beach;
- Promote and ensure reliable enterprise-wide information systems interoperability through planned, consistent acquisition of IT-related products and services;
- Manage IT assets to accurately measure and understand true lifecycle costs of ownership, comply with recordkeeping requirements associated with software licensing, promote interoperability, ensure security, and provide services to citizens and agencies;
- Support consistent acquisition by standardizing a well-defined set of hardware and software without stifling innovation throughout the organization; and
- Ensure that infrastructure investment is in alignment with the City's strategic mission.

The City endorses the use of an industry best practices based approach to accomplish full lifecycle management of its information technology investments. The goal of this approach is to derive the greatest possible benefits from the City's IT investments at the lowest possible total cost of ownership.

## 2.0 **Administrative Directive**

The Department of Communications and Information Technology (ComIT) is designated as the City's central department responsible for assuring computer system standards, support, interoperability and information security. ComIT has responsibility and authority for managing the lifecycle processes associated with the design, acquisition, installation, maintenance, security, and retirement of all City-owned computer systems and information networks. ComIT is also responsible for developing and coordinating these processes with stakeholder input and for ensuring the compatibility of department line of business, multi-department and enterprise-wide business technology solutions across the technology enterprise.

## 3.0 **Procedures to Accomplish the Terms of the Administrative Directive**

Department directors shall make certain that all employees under their supervision are instructed regarding the procedures set forth in this directive.

Title: Information Technology Infrastructure and Asset Management		Index Number: AD2.06
Date of Adoption: 6/30/01	Date of Revision: 7/16/10	Page 2 of 5

#### 4.0 **Responsibility and Authority**

- A.. The Director of ComIT shall be responsible for the coordination and administration of this directive in accordance with the directions of the City Manager and the Deputy City Manager who oversees ComIT.
- B. The Director of ComIT is responsible for, and may delegate authority for, software and hardware product selection, support, interoperability, information security and overall technology systems lifecycle management.
- C. The Director of ComIT has responsibility for, and may delegate authority for, management of the lifecycle processes associated with the design, acquisition, installation, maintenance, security, and retirement of all City-owned computer systems and information networks.
- D. The Director of ComIT is responsible for developing and coordinating these processes with stakeholder input and for ensuring the compatibility of department line of business, multi-department and enterprise wide business technology solutions across the technology enterprise. The Department of ComIT will actively involve stakeholders in the decision making and review processes, and throughout all phases of the technology lifecycle management process
- E. Department directors shall be responsible for ensuring that the use of computer software in their department complies with applicable laws and licensing agreements.

#### 5.0 **Specific Requirements**

- A.. Adoption of formal IT Lifecycle Management Processes and Practices
  - 1. ComIT shall accomplish the outcomes identified in this directive through the adoption of IT Governance and Service Delivery models such as CoBIT, ITIL, ISO/IEC 20000 and Microsoft Operations Framework
  - 2. ComIT shall establish multi-department advisory and policy boards to ensure the effective utilization of enterprise applications, to direct and manage system evolution and to provide support and guidance to the respective Process Management Teams.
  - 3. The ComIT Capital Improvement Program Team shall review and prioritize all City communications and information technology capital investment project requests and provide recommendations to the CIP Caucus and Management Leadership Team.
  - 4. To ensure that information technology hardware and software standards meet normal and customary enterprise business needs, new product selection will be driven by thorough documentation of enterprise business requirements and coordinated by a standards committee comprised of IT professionals specializing in multiple disciplines.
  - 5. Only ComIT employees working directly for the appropriate Division or Team within ComIT, or those members who have been designated by the Director of ComIT to perform specific tasks, are authorized to perform IT duties on City IT systems. Such duties include but are not limited to:
    - i. Installing and upgrading any software on any City-owned computer platform.
    - ii. Configuring and connecting new equipment to City-owned computer equipment and

Title: Information Technology Infrastructure and Asset Management		Index Number: AD2.06
Date of Adoption: 6/30/01	Date of Revision:	Page 3 of 5

networks. This includes printers, desktop computers, servers, scanners, etc.

- iii. Providing maintenance of City-owned computer resources.
- iv. Removing or replacing any internal component of a City-owned computing device. This includes memory, fixed disk drives, CPUs, etc.
- v. Managing installation and maintenance of "Test" or "Development" software and hardware. Installation and modification of this type of system can often cause unforeseen failures of production computer systems and, therefore, may only be implemented by or under direct supervision of ComIT staff or an authorized designee.
- vi. Providing, extending or modifying remote connectivity to networking equipment. This includes installation of network cabling, hubs, switches, routers, modems, access-servers or any device capable of circumventing network security.

#### B. Asset Management

- 1. ComIT will periodically conduct automated discovery and/or physical inventories of all City IT equipment and associated software. Asset management will encompass inventory management, software audits, license management, and asset retirement.

#### C. Software Compliance

- 1. Employees shall comply with the terms and conditions of all licensing agreements and the provisions of the Copyright Act and other applicable laws. Employees shall not copy or reproduce software on City computing equipment, except as allowed by law or permitted by the software license. Freely available thin clients and plug-ins may in certain instances be approved for use on employee-owned computers for the purpose of accessing City applications. City employees shall:
  - a. Not use unauthorized copies of software;
  - b. Not use copies of software licensed to the City on employee-owned computers; and
  - c. Cooperate and share information with other departments and agencies that may be helpful in combating the unlawful use of computer software and other copyrighted material.
- ii. For additional information on copyright law in general or a specific license agreement, employees should consult with Purchasing and/or the City Attorney's Office.
- iii. Unauthorized use of software is regarded as a serious matter, and any such use is without the consent of the City. Employees who use or duplicate copyrighted material without authorization may be subject to criminal and civil liability and may be held personally liable for any damages arising out of such use or duplication. The City will neither defend nor indemnify an employee for copyright violation if such violation results from a willful act or omission of the employee.

## 6.0 **Additional Requirements**

Title: Information Technology Infrastructure and Asset Management		Index Number: AD2.06
Date of Adoption: 6/30/01	Date of Revision:	Page 4 of 5

- A. City IT procurement guidelines are established and updated by the Finance Department. Such guidelines will be consistent with the intent of this directive. All departments shall follow these guidelines when acquiring any IT product or service. These guidelines will be posted on the City intranet.
  
- B. Departments and agencies shall order new computer-related hardware or software from ComIT approved contracts, lot sheets and price agreements as applicable. Exceptions will be addressed through joint discussions and mutual agreement between ComIT and the department(s) involved.
  
- C. In certain instances it may be necessary to deviate from City standards to accomplish specific business needs. IT systems and items of software and hardware are sometimes application-specific and /or unique to departmental business needs. Business needs and applications are best determined by the applicable department/agency, ComIT and Management Services working together cooperatively. Departments will consult with ComIT in the planning and development of new applications or acquisition of specific hardware, software or enhancements to existing systems. Deviation from City standards shall be allowed based upon evidence of a viable, clear business case for the deviation, substantiated by a needs analysis and completed staff work, and will be mutually agreed upon by ComIT and the department(s) involved. ComIT will assist departments in identifying acceptable alternatives, as needed. Operations and replacement cost increases incurred to accommodate non-standard requirements will be borne by the requesting department.
  
- D. The City computer replacement program funds replacement of the City's workstation computer platform as represented by the standard workstation configurations on the computer lot sheets. Many computer peripherals are not part of the replacement program. ComIT does not replace peripherals that are not part of the computer replacement program or service any peripheral that has failed after exceeding the manufacturer's duty cycle or the expected useful life of the equipment, or if the peripheral is out of warranty. The department may repair or replace such peripherals at its own discretion and expense. Determination of whether a failed peripheral meets any one of these conditions will be made through joint discussions between the affected department and ComIT.

7.0 **Definitions**

Designated members – Those positions/incumbents granted authority and responsibility by the Director of ComIT to perform specific IT tasks and services. Designated members may not delegate this authority to others.

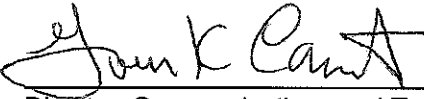
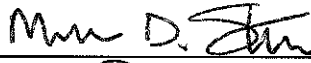

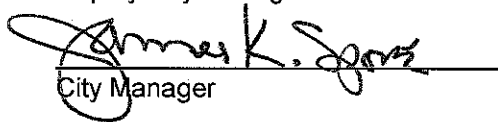
Lifecycle – A series of stages through which an Information Technology product, system or service passes during its useful lifetime.

Peripherals - Any non-capital, individually purchased device that connects to computer hardware or the network, such as device interface boards, NICs, keyboards, mice, monitors, printers, scanners, plotters, PCMCIA cards, hubs, switches, and routers.

Title: Information Technology Infrastructure and Asset Management		Index Number: AD2.06
Date of Adoption: 6/30/01	Date of Revision:	Page 5 of 5

Freely available client software and plugins - Software that allows a computer to access or utilize specific services provided by a Server and made available at no charge by the Server Software manufacturer exclusively for this purpose.

Standards - The City-defined set of adopted elements comprising the enterprise information technology architecture, including application architecture, data architecture, platforms, middleware, hardware, operating systems, software, development tools, communications protocols, database management systems, etc.

Approved as to Content:	 _____ Director, Communications and Technology	<u>7/16/10</u> Date
Approved as to Legal Sufficiency:	 _____ City Attorney	<u>7/16/10</u> Date
Approved by:	 _____ Deputy City Manager	<u>7-23-2010</u> Date
Approved by:	 _____ City Manager	<u>7/28/10</u> Date